



LUND
UNIVERSITY

Faculty of Social Sciences

SMMV11, Introduction to Service Management, 7.5 credits

Introduktion till service management, 7,5 högskolepoäng

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2019-03-29 and was last revised on 2022-03-23. The revised syllabus applies from 2022-08-29, autumn semester 2022.

General Information

The course is a compulsory component in the first semester and included in the Master's (120 credits) programme in Service Management (SASMA). The course is given for all specialisations.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

For a grade of Pass on the course, the student shall be able to

Knowledge and understanding

- demonstrate advanced knowledge and understanding of the service perspective and other key scientific perspectives, theories, concepts and models in the research area of service management

Competence and skills

- describe and problematise the service perspective and other key theories, concepts and ideas in the research area of service management
- apply theories, ideas and models in the research area of service management, and
- demonstrate an academic approach and academic skills.

Judgement and approach

- demonstrate a multifaceted and reflective approach to their own academic learning and writing, which is required to complete a Master's (120 credits) programme in a social sciences context.

Course content

The aim of the course is to give an introduction to, and overview of, the research area of service management and its theoretical development and present status. The course covers key theories, ideas, concepts and models as well as critical perspectives on service management as a field of knowledge. The aim is also that the students should obtain a multifaceted understanding of the research area of service management.

Course design

The teaching includes lectures and seminars.

Unless there are valid reasons to the contrary, compulsory participation is required in seminars and guest lectures. Students who have been unable to participate through no fault of their own due to circumstances such as an accident or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of elected office duties, e.g. as a student representative.

Assessment

Assessment is through an individual written assignment.

Three opportunities for examination are offered for the written exams in conjunction with the course: a first examination and two re-examinations. At least two further re-examinations on the same course content are offered within a year of the end of the course. After this, further re-examination opportunities are offered, but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.

The grade for a non-passing result is Fail. The student's performance is assessed on the basis of the learning outcomes for the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

The individual written assignment is assessed according to the grading scale A-F.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

Entry requirements

To be admitted to the course, the student must be admitted to the Master's (120 credits) programme in Service Management (SASMA).

Oral and written proficiency in English corresponding to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

Subcourses in SMMV11, Introduction to Service Management

Applies from H21

2101 Individual written assignment, 7,5 hp
Grading scale: Fail, E, D, C, B, A

Applies from H20

2001 Individual written assignment, 7,5 hp
Grading scale: Fail, E, D, C, B, A